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Dockets Operations  
U.S Department of Transportation  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590

08 November 2021

**Re: New Air Carrier Assurance Plan for Aer Lingus (U.K.) Limited.**

Dear Sir or Madam

Please find enclosed Aer Lingus (U.K.) Limited's Family Assistance Plan which has been filed in Docket DOT-OST-1998-3304.

Aer Lingus (U.K.) Limited is a wholly owned subsidiary of Aer Lingus. The Aer Lingus Family Assistance Plan is applicable to both Aer Lingus and Aer Lingus (U.K.) Limited.

Aer Lingus is committed to delivering an effective and timely family assistance response to those who have been affected by an accident and their families and has contracted with Kenyon International Emergency Services to assist with implementation of this plan.

The emergency contact phone number has been redacted from the enclosure provided to the Department of Transportation and is being provided in unredacted form to the National Transportation Safety Board.

Should you have any queries regarding our Family Assistance Plan please do not hesitate to contact me.

Many thanks

Kind Regards,

Captain Colm Wynne  
Emergency Response Planning Manager

## Summary of Aer Lingus (U.K.) Limited Family Assistance Plan & Key Contact Details

08 November 2021

### Applicable Legislative Terminology:

**Aircraft Accident:** Means any aviation disaster, regardless of its cause or suspected cause, for which the National Transportation Safety Board is the lead investigative agency

**Passenger:** Means any other person injured or killed in the aircraft accident, as determined appropriate by the Board.

No.	Assurances
1	<b>Telephone Number</b> In the event of an aircraft accident, Aer Lingus will activate the Kenyon International Call Centre. An international 24-hour toll free number will be provided to provide assistance to the families of the passengers and crew on board and the general public. This telephone number will be published on the Aer Lingus website and social media channels and will be promulgated to the media.
2	<b>Notification of Families</b> Aer Lingus will secure and verify the passenger and crew manifest and notify the families of those involved before providing any public notice of the names of such passengers or crew. Aer Lingus has contracted with Kenyon International Emergency Services in support of this requirement.
3	<b>Notice Provided as Soon as Possible</b> Aer Lingus will provide notification to the family of a passenger or crew member as soon as practicable following verification of that passenger or crew member regardless of whether or not the names of all of the passengers have been verified. Aer Lingus has contracted with Kenyon International Emergency Services in support of this requirement.
4	<b>List of Passengers</b> Aer Lingus will provide the Director of Family Support Services designated for the accident and the organisation designated for the accident under 49 U.S.C. Section 1136 (a)(2) the names of the passengers and crew on board the aircraft immediately on request whether or not such names have been verified or not, based on the best available information at that time.
5	<b>Consultation Regarding Disposition of Remains &amp; Effects</b> The family of each passenger will be consulted about the disposition of any remains and personal effects of the passenger that are within the control of Aer Lingus. Aer Lingus has contracted with Kenyon International Emergency Services in support of this requirement.
6	<b>Return of Possessions</b> If requested by the family of a passenger, any possession (regardless of its condition) of that passenger that is within the control of Aer Lingus will be returned to the family unless the possession is needed for the accident investigation or a criminal investigation. Aer Lingus has contracted with Kenyon International Emergency Services in support of this requirement.

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No.	Assurances
7	<b>Unclaimed Possessions Retained</b> Any unclaimed possession of a passenger within the control of Aer Lingus will be retained by Aer Lingus for not less than 18 months after the date of the accident. Aer Lingus has contracted with Kenyon International Emergency Services in support of this requirement.
8	<b>Monuments</b> The family of each passenger will be consulted about construction by Aer Lingus of any monument to the passengers built in the United States, including any inscription on the monument. Aer Lingus has contracted with Kenyon International Emergency Services in support of this requirement.
9	<b>Equal Treatment of Passengers</b> Aer Lingus will not discriminate between the families of revenue and non-revenue passengers (including any victim on the ground) when providing care and assistance.
10	<b>Service &amp; Assistance to Families of Passengers</b> Aer Lingus will work with any organisation designated under 49 U.S.C. Section 1136 (a)(2) on an on-going basis to ensure that families of passengers receive an appropriate level of services and assistance following an accident.
11	<b>Compensation to Service Organisations</b> Aer Lingus will provide reasonable compensation to any organisation designated under 49 U.S.C. Section 1136 (a)(2) for services and assistance provided by the organisation.
12	<b>Travel &amp; Care Expenses</b> Aer Lingus will assist the family of any passenger in travelling to the location of the accident and provide for the physical care of the family while the family is staying at such location. Aer Lingus has contracted with Kenyon International Emergency Services in support of this requirement.
13	<b>Resources for Plan</b> Aer Lingus will commit sufficient resources to carry out its' Family Assistance Plan. Aer Lingus has contracted with Kenyon International Emergency Services in support of this requirement.
14	<b>Substitute Measures</b> Aer Lingus will comply with paragraphs (10), (11), and (12) therefore no substitute measures are necessary.
15	<b>Training of Employees &amp; Agents</b> Aer Lingus will provide adequate training to the employees and agents of Aer Lingus to meet the needs of survivors and family members following an accident. Aer Lingus has contracted with Kenyon International Emergency Services in support of this requirement.
16	<b>Consultation on Carrier Response not Covered by Plan</b> In the event that Aer Lingus volunteers assistance to United States citizens within the United States with respect to an aircraft accident outside the United States involving any loss of life, Aer Lingus will consult with the Board and the Department of state on the provision of the assistance.

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17	<p><b>Notice Concerning Liability for Man-Made Structures</b></p> <p>In the case of an accident that results in any damage to a manmade structure or other property on the ground that is not government-owned, Aer Lingus will promptly provide notice, in writing, to the extent practicable, directly to the owner of the structure or other property about liability for any property damage and means for obtaining compensation.</p> <p>At a minimum, the written notice shall advise an owner (i) to contact the insurer of the property as the authoritative source for information about coverage and compensation; (ii) to not rely on unofficial information offered by Aer Lingus representatives about compensation by Aer Lingus for accident- site property damage; and (iii) to obtain photographic or other detailed evidence of property damage as soon as possible after the accident, consistent with restrictions on access to the accident site.</p>
18	<p><b>Simultaneous Electronic Submission of NTSB Hearing</b></p> <p>In the case of an accident in which the National Transportation Safety Board conducts a public hearing or comparable proceeding at a location greater than 80 miles from the accident site, Aer Lingus will ensure that the proceeding is made available simultaneously by electronic means at a location open to the public at both the origin city and destination city of the flight if that city is located in the United States. Aer Lingus has contracted with Kenyon International Emergency Services in support of this requirement.</p>

### Emergency Contact Number for Aer Lingus (U.K.) Limited

In the event of any emergency affecting Aer Lingus (U.K.) Limited flights to / from / within the United States of America, during which the National Transportation Safety Board require information or assistance from Aer Lingus (U.K.) Limited please contact the following numbers:

Aer Lingus (U.K.) Limited Operations Control (24 hours)

